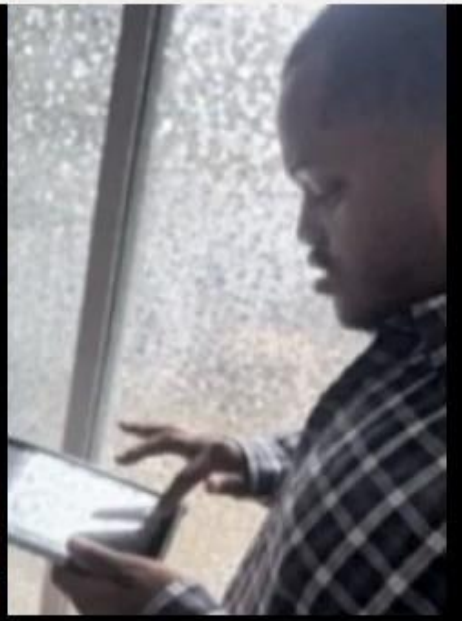



THE E-SIRA MODEL

AHRC NEW YORK CITY



The E-SIRA Model: An Innovative Solution

This presentation introduces the Enhanced Supportive IRA (E-SIRA) model developed at AHRC New York City:

- The E-SIRA integrates technology as a natural support within residential services for people with I/DD.
- This session will explore how the E-SIRA addresses system gaps between supportive and supervised settings.
- The presentation will highlight project outcome data and lived experiences from stakeholders.
- The goal is to demonstrate how the use of enabling technology resulted in increased independence, workforce efficiency, and improved quality of life.

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Why This Model Matters

- The needs of individuals with I/DD are becoming increasingly complex across residential settings.
- The population of people aging within the I/DD system continues to grow significantly.
- Workforce shortages are impacting the ability to provide consistent, high-quality supports.
- Traditional service models are struggling to balance independence with appropriate staffing/supervision levels.
- There is an urgent need for innovative, flexible residential models.

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SUCCESS STORIES

Case Example: Paul U

- Paul had expressed a desire to live in his own apartment for years and was working on several outcomes to make this happen
- When the ESIRA project was discussed, Paul advocated to be one of the first to move and enthusiastically learned about his enabling tech and remote supports.
- He engaged more in the community.
- His skills and abilities improved dramatically during the first few months of the ESIRA project.

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Case Example: Kareem A

- Kareem wanted to move to a supportive apartment for several years but struggled with medication routines.
- He was focused on learning about the medication dispensers and scheduling.
- He used technology to complete outcomes without the reliance on staff.
- After 18 months, Kareem advocated to move out of the ESIRA apartment and left the OPW residential system

Case Example: Delia A

- Initially hesitant, Delia quickly discovered that the independence offered in the ESIRA was what she always wanted.
- The enabling technology improved her daily life as she managed more and more tasks independently.
- Delia became one of our first ESIRA Ambassadors

Overall Impact Story

Delia Amanuel, Kareem Andrews and Paul Urbanek were among the first participants to transition into E-SIRA apartments.

Delia, Kareem, and Paul quickly embraced adaptive technology and remote supports, allowing them to manage their daily routines more independently while remaining connected to staff supports.

They took on the role as “Ambassadors" for the initiative, sharing their experiences with peers, families, and board members.


KEY DRIVERS OF THE ESIRA

Current System Limitations

- Supports provided in the Individualized Residential Alternative (IRA) model are either Supportive or Supervised
- Supervised IRAs provide 24/7 supports and can be overly restrictive for individuals capable of greater independence.
- Despite their name, Supportive IRAs do not always provide sufficient support for individuals with moderate needs.
- Many individuals do not fit cleanly into either model.
- Providing too little or too much support can impact the quality of life for people while creating inefficiencies.
- The current system lacks a scalable middle-ground solution.

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The Impact of the Gap

- People supported may experience unnecessary oversight, limitations or restrictions in overly intensive settings.
- On the other hand, people may face limitations and safety risks in under-supported environments.
- Self-advocates may feel that their needs are not being adequately met
- Staff may be overutilized due to protective oversight needs.
- Agencies may incur increased costs from inefficient staffing.
- Families may feel needs are not adequately met given the "all or nothing" type options.

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How does the E-SIRA solve these issues?

- The E-SIRA is a hybrid residential model developed at AHRC New York City.
- The model supports people who traditionally fall between the supportive and supervised levels of care.
- The model supports growing independence with targeted technological supports.
- It emphasizes flexibility over fixed staffing structures.
- It represents a shift toward adaptive service delivery using enabling technologies with strategic staffing.

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E-SIRA Overview

- The E-SIRA was made possible through OPWDD's Supportive Residential Habilitation Transformation grant.
- The focus of the E-SIRA pilot was to promote greater independence for people, while providing more personalized quality care and gauging a more efficient and responsive support delivery.
- As a result, our project objectives included:

  (a) e*xploring technologies that would promote independence and safety when staff are offsite*

  (b) designing supports to better meet the preferences and needs of prospective supportive IRA residents.

  (c) making supportive opportunities more attractive and viable to a broader range of people and

  (d) developing plans for existing supportive IRAs so that people could maintain independence as they "age in place"

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E-SIRA Objectives

- To support people currently living in supervised IRAs in transitioning to more independent living in supportive IRA opportunities, by using adaptive technology to aid in the transition.
- To enhance the quality of life for people as they transition to a more independent setting using enabling technologies.
- To support people currently living in supportive apartments using varied technologies and physical plant modifications so they can continue to safely age in place.
- To create experiential learning apartments that develop life skills
- Increase staff knowledge and understanding of enabling/assistive technology and the technology first movement, to integrate it further in our supports and services

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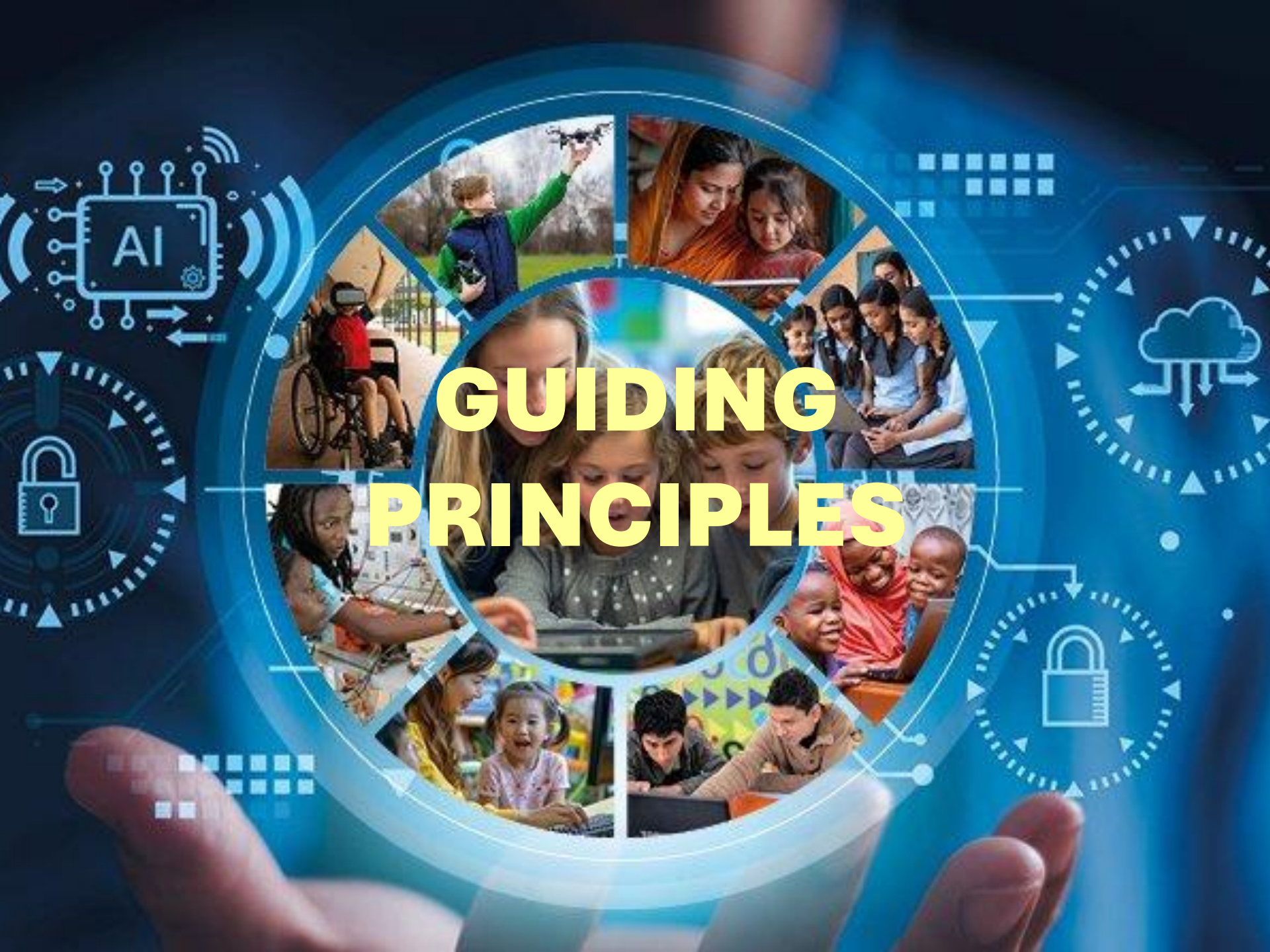
AI
GUIDING
PRINCIPLES

Guiding Principles of the E-SIRA

- The model would be grounded in person-centered thinking and the least restrictive environment principle.
- Independence and autonomy are prioritized.
- People would be supported to make informed choices and be empowered to take more control of their lives.
- Supports would enhance dignity, respect preferences and promote person-directed decision making
- The model would expand upon natural supports and promotes community integration.

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Technology as a Natural Support

- Natural Supports are typically viewed as unpaid, informal relationships developed within community that enhance the quality of life, security and social inclusion of people.
- In the ESIRA model, the use of technology is embedded as a core component of support delivery and valued as a natural support
- Enabling Technology allows people:

  To complete tasks independently

  Reduces reliance on constant in-person supervision

  Enhances both independence and safety

  Experience a greater quality of life as they define it

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Types of Technology Used

- Remote support systems monitor safety without constant staff presence and direct oversight
- Medication reminders support adherence to routines while promoting independence.
- Smart home technologies assist with daily living tasks.
- Communication tools connect individuals with supports when they want/need them.
- Safety monitoring tools provide timely alerts.

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THE PROCESS

Preparing for the ESIRA:

- Residential teams discussed the pilot in all of our supervised IRAs.
- Approximately 30 people expressed an interest in the project
- Team meetings were held with each person and ESIRA project leads
- Those wishing to learn more were provided with hands-on opportunities to better understand what enabling supports would look and feel like.
- NOSS provided personalized assessments for each person
- Each person was provided with device options that felt the most intuitive to that person. The technological supports were personalized
- NOSS provided trainings for those in the pilot as well as staff

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Preparing for the ESIRA Go-Live:

- NOSS worked with staff to determine best layouts of enabling technology which varied from apartment to apartment based on the selections made by each person
- Everyone in the pilot became familiarized and gained confidence with their personalized technology supports and prompts.
- Testing to ensure sensors reported directly to NOSS via the systems panel, which provided immediate virtual assistance, was completed
- Verification of AHRC New York City Emergency Notification Procedures were also ensured by the NOSS virtual support system.

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NOSS by the Numbers

20+ Years	1,500+ People	21 States
Supporting People With Disabilities	Currently Served by NOSS	Where NOSS provides services

Over 2.6 million hours provided in 2025

Helping Individuals Live More Independently

Five Components of NOSS

Central Monitoring Station

- Secure Facility
- Multiple Redundancies
- 24/7/365 Operation

Remote Support Professionals

- Day-to-Day Champions
- Proactive/Reactive Communication
- Dispatch Responders

Technology

- Sensor-Based
- Redundancy Notification
- Portable & Adaptable

Responders

- Addressing Physical Needs
- Agency or Natural Support
- Personalized Interactions

Consumer Relations

- Glue Holding It All Together
- Ongoing Evaluation
- Data Analysis & Communication

Person-Centered Technology Glossary

NOSS
NIGHT OWL SUPPORT SYSTEMS, LLC

NOSS Panel (Lynx /Qolsys)
Base unit that all other sensors communicate with. Two-way audio capabilities. Cell card communication backup.

Smoke Detector
Device that senses smoke and heat. Smoke detectors are installed in every home we support.

Heat Sensor
Heat sensor can detect prolonged heat in an area, such as a stove.

Motion Sensor
Motion sensors detect movement in a given area.

Personal Pager
The personal pager sends a signal to the RSP when the button is pressed. Ours has a red indicator light to show the user that the button has been pressed long enough to send the signal.

Bed Sensor
The bed sensor is a pressure sensor that can be set up to detect the if an individual has been out of bed for a predetermined amount of time.

Contact Sensor
Contact sensors are two pieces of tech that send a signal when they are separated. These are typically used for doors, windows, cabinets, etc.

Flood Sensor
Flood/moisture sensors send a signal when the presence of water reaches a certain threshold.

Smoke Detector
Device that senses smoke and heat. Smoke detectors are installed in every home we support.

Strike Plates/Adaptive Pagers
Used to contact NOSS RSPs. Easier to activate with less precision and force than other buttons. Can produce audible confirmation of signal.

Panel Arm/Disarm Fob
Key fob used to arm and disarm the NOSS panel.

Tilt Sensor
When the sensor is tilted past a certain point, it sends a signal. They are typically used on overhead garage doors.

Movement Sensor
Detects sustained movement for 13 seconds or longer, movements typically associated with seizure activity.

Asset Sensor
Device used to secure items in the home. Detect movement and will send an alert when moved. Commonly used to monitor walkers and electronics.

Mobile PERS
The mobile personal emergency response system unit can be used to provide access to help in the event of an emergency while the individual is in the community.

DOSE Med Dispenser
Round box with different sections to put medications in. NOSS receives signals if medications are not dispensed according to schedule. Please note, this is available for an additional fee.

And More!
NOSS can deploy other sensors in specific situations where the individual has unique needs. We also integrate with some third-party devices the individual may already have in their home such as a Ring doorbell, Amazon Echo Show, and smartphone/tablet used to communicate (ex. FaceTime).

If you have any questions about NOSS technology, feel free to reach out to us!

NOSS
NIGHT OWL SUPPORT SYSTEMS, LLC

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Toll-Free 877-559-1642

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Madison, WI 53713


THE LEARNING JOURNEY
ROOTS

The Learning Journey

- As people became more familiar with the enabling technology, teams worked with NOSS to make ongoing adjustments to existing supports based on feedback from the people supported and staff who were providing initial training and skill supports.
- Some people wanted to try new devices, others wanted to include more options.
- We were able to identify early adopters/adapters who embraced the opportunities within the ESIRA model and discussed the advantages and challenges of the enabling technology

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The Learning Journey

- Three people, Kareem, Delia and Paul, became E-SIRA subject matter experts, our technology ambassadors, and they helped to develop and promote peer support groups
- During the ESIRA project we discovered the SHIFT Enabling Technology Certification program, a curriculum-based training and accreditation course on enabling technology fundamentals. In addition to practical guidance, SHIFT served to better inform all of us on our approach to technology.

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The Learning Journey

- When discussing the SHIFT certification program with staff and people supported, 16 people pursued the Enabling Technology credentialing, including one of the ambassadors.
- Three of our staff went on to complete the Enabling Technology Integration Specialist certificate program.

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The Learning Journey

Throughout the project we continued to see the Impact of Technology:

- The shift of support from reactive to proactive
- Outcomes were completed with minimal prompting - most of which was and is virtual
- Staff reported they were able to focus on more meaningful interactions
- Staff were able to work with others who needed additional supports - the support model became more efficient
- Outcomes in the ESIRA, improved across multiple domains

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The Learning Journey

- The satisfaction surveys completed by people at 6 month and 12 month intervals reported high levels of improvement to overall Quality of Life
- People maintained control over their technology usage – this fostered independence and empowerment
- Technology supports but does not replace relationships.
- Technology use is based on informed consent.
- Privacy and dignity are central considerations

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THE RESULTS

Key Outcomes

01

25 individuals participated in activities preparing for integrated living.

02

27 staff trained to support independence through technology.

03

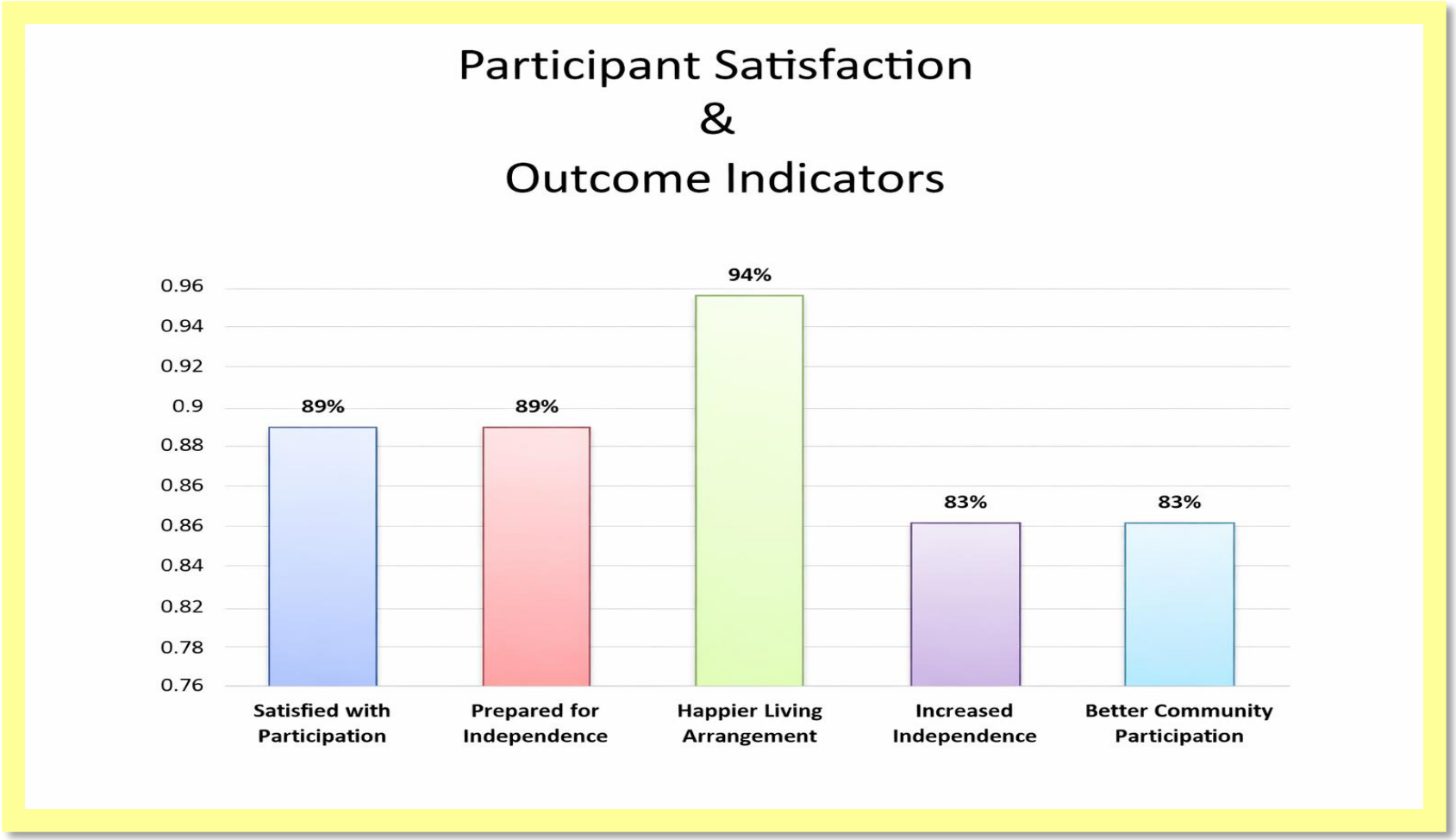
5 individuals successfully moved to more integrated housing.

04

13 individuals remained in supportive settings using enabling technology.

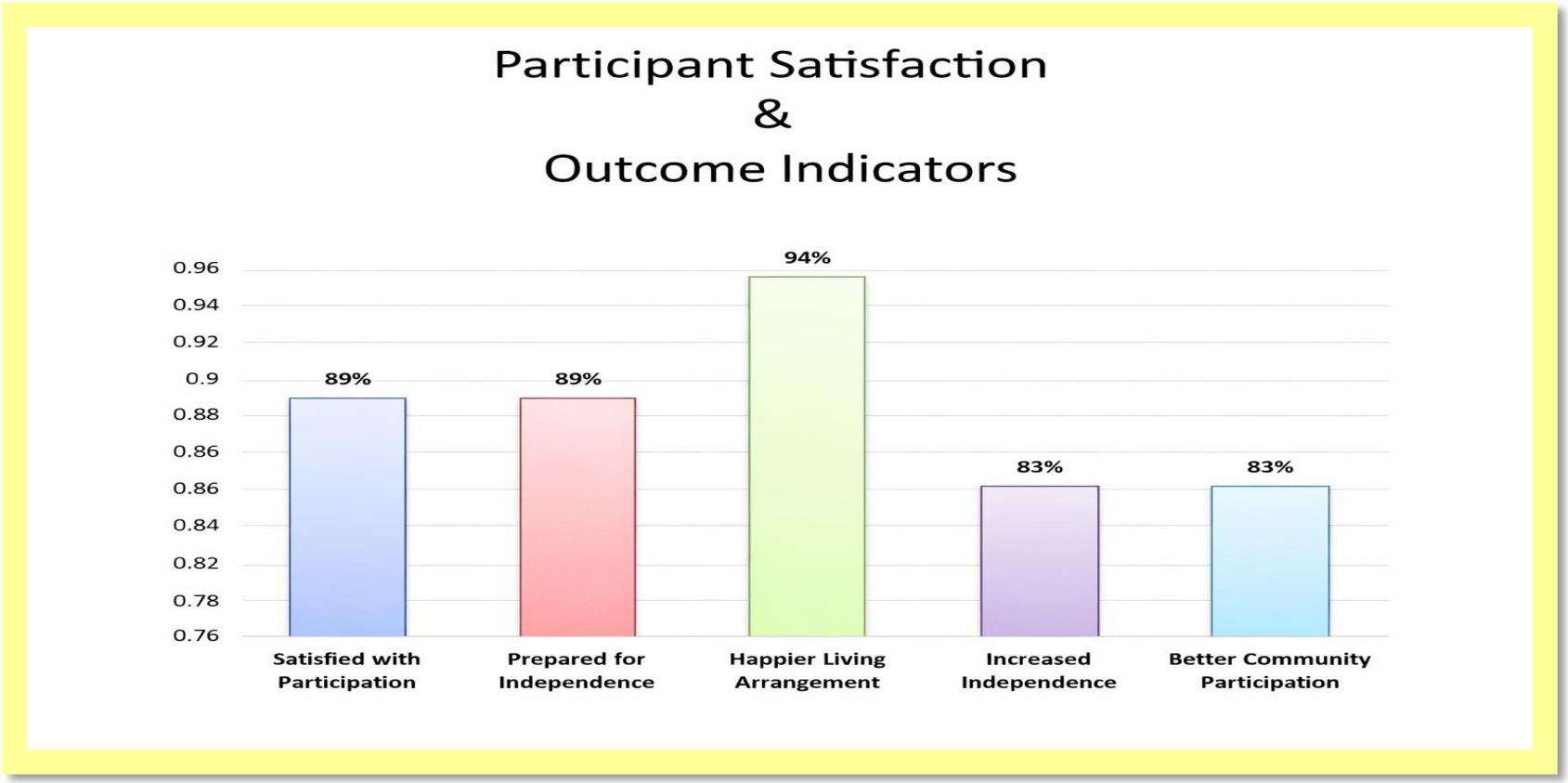
Satisfaction Outcomes (SRHT)

- 94% of the people participating in the ESIRA were happier with their living arrangements and reported improved outcomes.



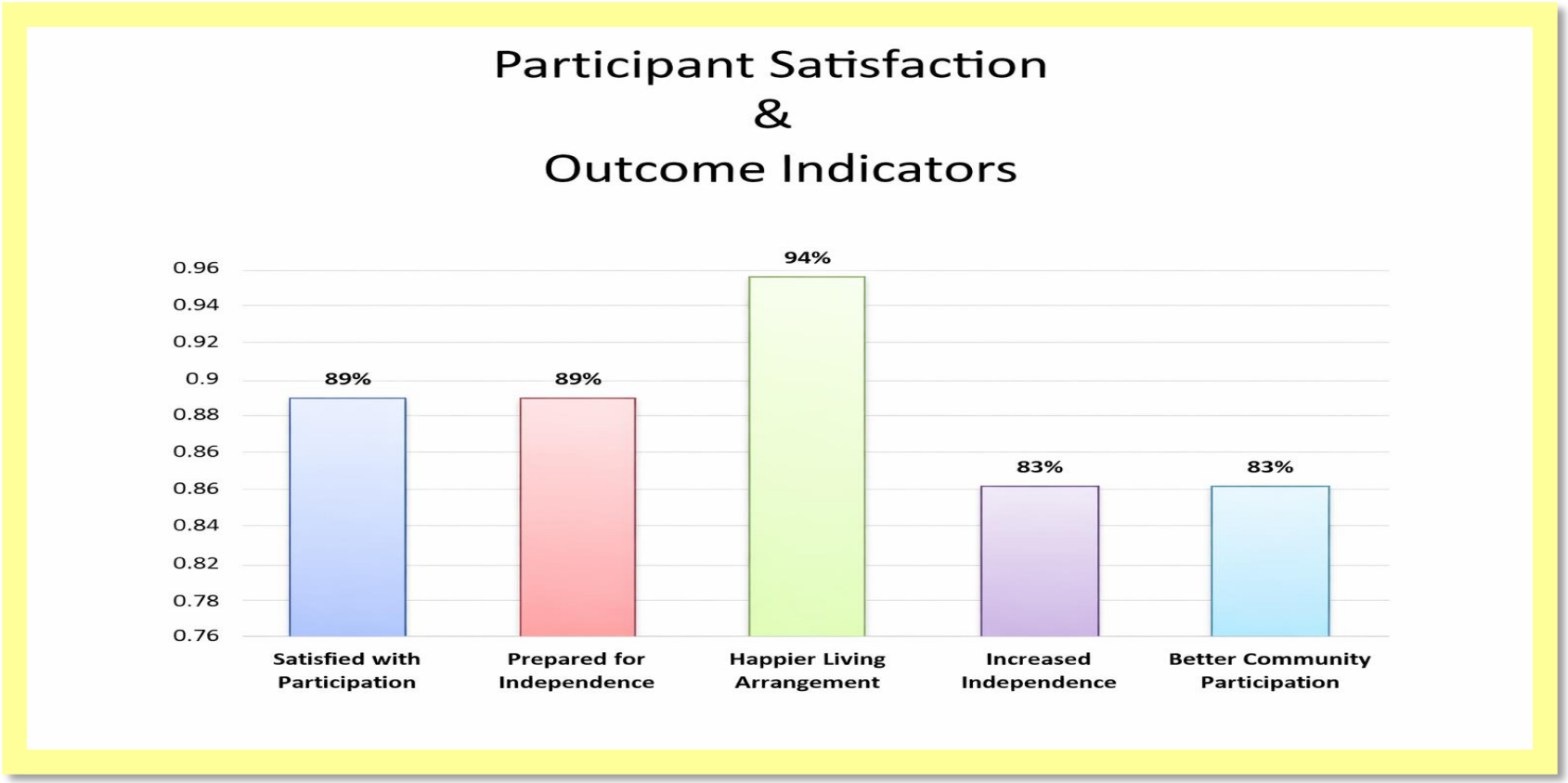
Satisfaction Outcomes

- 89% of the people participating in the ESIRA felt they were prepared for their transition to more independent living opportunities
- 83% of the people participating in The ESIRA reported that they experienced increased independence



Satisfaction Outcomes

- 89% of the people participating in the ESIRA expressed satisfaction with their participation in the ESIRA project
- 83% of the people participating in the ESIRA reported that they experienced better community participation



Comments from People Supported

"I am very happy living here since the renovations."

"I'm getting a chance to live the life I always wanted."

"The renovations help me live here longer."

"Being more independent has made my life happier."

"The new technology and changes to my home help me be more independent."

Quality of Life Metrics

- Individuals showed increased independence across domains.
- Community participation increased.
- Overall satisfaction for the people participating in the ESIRA improved.
- Incidents, behavioral episodes and med errors were reduced (where measured).

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The Unexpected Impact on Workforce

Throughout the ESIRA project satisfactions surveys were taken for the people participating in the ESIRA, as well as staff. Survey results from staff noted the following:

- A focus on personalized outcomes and meaningful engagement
- The ESIRA model shifted responsibilities and workload demands
- Increased satisfaction - their roles became more flexible
- Supervisors responded that their teams experienced improved effectiveness and a focus on person-centeredness
- After two years, there has been little turnover of staff participating in the ESIRA - workforce sustainability improved.

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Financial Impact

- The ESIRA model reduced reliance on higher staffing ratios
- There was a dramatic reduction in overtime
- Efficiencies allowed for staffing reallocations
- Initial impacts have continued beyond the first year of the grant
- Technology supports long-term savings.
- The model can be financially sustainable.

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A Model That Supports Aging in Place

- The E-SIRA supports people so they can safely remain in their homes.
- Enabling Technology adapts to changing needs
- The ESIRA model promotes a continuity of care - people to remain in their community with familiar staff
- The ESIRA model aligns with aging strategies.
- Enabling technology fills gaps in services that were traditionally filled by more staffing.
- The ESIRA reduces the need for disruptive transitions.

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Systemic Impact

- The E-SIRA model fills a critical gap in residential service delivery
- Technology functions as a natural and effective personalized support
- The model improves quality of life for individuals.
- The model enhances workforce efficiency and has sustainability considerations
- The model is scalable and adaptable across the system - with proper infrastructure.
- It supports system transformation.

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Practical Challenges

- The housing market presented challenges to developing new opportunities and the creation of central hubs
- Working with Co-Op and Condo boards can be challenging
- Assisting people in developing new relationships and natural supports as they transition for supervised settings
- Ensuring the sustainability of technological enhancements

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Positive Impacts

- The shared enthusiasm, motivation and momentum
- Increased participation of the people supported and staff
- Peer Mentors and subject matter experts who serve as Ambassadors
- TechFirst SHIFT
- Witnessing the increase in self confidence and pride in each person's abilities
- Increased openness to innovation and technology; setting the stage for more collaboration

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Positive Impacts

- The continuous feedback that ensured better results
- Bringing people together who may not have had the opportunity to interact: new connections, increased collaboration and an interest in engaging with other teams
- Increased sense of responsibility

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AI-DRIVEN
PREDICTIVE MAINTENANCE
82
HVAC
AI
AIRT
FUTURE CONSIDERATIONS

Technology and the Future of Services

- Technology integration must continue to expand
- The need of flexible staffing models will continue to grow based on people's preferences and the availability of the workforce
- Person-centered care will continue to evolve toward a person-directed model (we experienced this throughout the project)
- E-SIRA represents a model for future innovation.
- The use of AI and data-informed decision-making will impact all services including residential and housing supports

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Final Thoughts

- The E-SIRA model represents a shift toward flexible and person-directed care.
- The model demonstrates that independence and virtual support can coexist.
- The integration of technology clearly enhances outcomes and creates efficiency.
- The model provides a framework for future innovation.
- E-SIRA is a proven solution for modern service challenges.

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